

DIRECT SERVICE WORKERS ADVISORY BOARD

June 21, 2022



Agenda

- 1. Welcome**
- 2. Review of Bowen Center for Health Workforce Research and Policy**
 - a. What to keep?
 - b. What to toss?
 - c. Ideas to add?
- 3. Next steps**

Researched Strategies

Recruitment

Training & Regulation

Wages & Benefits

Retention & Career Development

Workforce Data & Tracking

Social & Other Supports

1. Public marketing campaign
2. Virtual information hub for DSWs
3. DSW Career Pathways in Indiana High Schools
4. Registered Apprenticeships for Home Health Aides

5. Implement a standardized definition for direct service workers across agencies/divisions and payer programs.
6. Determine a standardized state minimum training for DSWs in alignment with services or populations.
7. Determine appropriate DSW regulatory structure and entry requirements

8. One-time ARPA Bonus payments to DSWs
9. Routine payments to DSWs – State flexibility on implementation (reward for quality, seniority, etc.)
10. Tiered payment for DSWs

11. Support LTSS sector retention through development of a micro-credential pathway within DSW workforce
12. Work with community colleges to develop macro-credential pathways for DSWs to other roles

13. Capture workforce characteristics during renewal for existing and any newly regulated DSW occupations
14. Enhanced individual-level data: Expand EVV Reporting
15. Require provider-level reporting to include key DSW characteristics
16. Longitudinal tracking: Develop strategy to assess and evaluate DSW trends

17. Transportation Reimbursement for DSWs
18. Specialized DSW “Social and Workforce Services Navigator” Role
19. DSW Information Guides & Resources

Strategies: The Six Buckets



Goal	Ensuring sufficient capacity of the direct service workforce in Indiana
Strategies	1. Public marketing campaign
	2. Virtual information hub for DSWs
	3. DSW career pathways in Indiana high schools
	4. Registered apprenticeships for home health aides



Strategies: The Six Buckets



Goal	Ensuring quality of the workforce and enhancing skills portability and career mobility for DSWs
Strategies	Determine appropriate DSW regulatory structure and entry requirements
	Determine state DSW training requirements
	Standardized definition for DSWs across agencies/divisions and payer programs

Strategies: The Six Buckets



Goal	Monitoring sector wages and ensuring recognition of DSW contributions
Strategies	One-time ARPA Bonus payments to DSWs
	Routine payments to DSWs – State flexibility on implementation (reward for quality, seniority, etc.)
	Tiered payment for DSWs



Strategies: The Six Buckets



Goal	Ensuring quality of the workforce and enhancing skills portability and career mobility for DSWs
Strategies	Determine appropriate DSW regulatory structure and entry requirements
	Determine state DSW training requirements
	Standardized definition for DSWs across agencies/divisions and payer programs



Promising Practices: The Six Buckets



Goal	Ensuring information is available on DSW's to support state workforce planning, employer credentialing and supporting consumer-directed workforce strategies
Strategies	Capture workforce characteristics during renewal for existing and any newly regulated DSW occupations
	Enhanced individual-level data: Expand EVV Reporting
	Require provider-level reporting to include key DSW characteristics
	Longitudinal tracking: Develop strategy to assess and evaluate DSW trends

Strategies: The Six Buckets



Goal	Develop state programming to address social and occupational needs identified by the DSW
Strategies	Transportation Reimbursement for the DSW
	DSW information guides and resources
	Specialized DSW “Social and Workforce Services Navigator” Role



Next Steps

